

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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Fifth District

February 3, 2010

TO: Each Supervisor

FROM: Philip L. Browning, Director

A handwritten signature in black ink, appearing to read 'P. Browning', written over the 'FROM' line.

**SUBJECT: NOTICE OF INTENT TO AMEND INFORMATION TECHNOLOGY
SUPPORT SERVICES MASTER AGREEMENT WORK ORDER
NUMBER 04-1337**

This is to notify you of my intent to request the Internal Services Department (ISD) to amend Information Technology Support Services Master Agreement (ITSSMA) Work Order Number 04-1337 with Unified Technical, Inc., for a Senior Application Developer to provide technical consultant services for the Lotus Notes Custom Applications Migration project. This amendment will extend the Work Order from February 19, 2010 to December 31, 2011, and will increase the maximum amount of the Work Order by \$400,000, from \$300,000 to \$700,000. In accordance with ITSSMA guidelines, prior Board notice is required for projects that will exceed \$300,000.

BACKGROUND

In August 2008, the Department of Public Social Services (DPSS) acquired the services of a time and materials consultant through an ITSSMA competitive bid to assist in the maintenance and/or enhancements of an existing suite of more than 40 Lotus Notes Custom Applications. These applications are used department-wide to meet critical business needs on a daily basis. To date, the consultant has worked closely with the Department in the development of the highly technical requirements, and provided technical support in the planning and execution of migration activities to an Oracle platform. This included making recommendations regarding decisions and approaches, attending key project meetings, and assisting in communications with various Department subject-matter experts.

SCOPE OF WORK

The Work Order extension will allow for continued consultant support for the ongoing maintenance/enhancements of the existing applications that are needed until the completion of their migration to an Oracle Platform. In performance of this work, the Consultant will: (1) continue to assist the Department with migration planning activities; (2) provide daily support to the departmental project manager for the resolution of technical issues; (3) assist with the communication and reporting to the application's stakeholders; and (4) provide expert advice on technical requirements, techniques, and procedures to maintain or improve the quality and reliability of the existing work products and processes. The Consultant will also provide expert technical support for the following existing custom applications:

- Civil Rights Investigations
- Promotion Request System
- Work Assignment
- Bilingual Resource Utilization
- VIP Hot Line
- Internal Affairs Investigations
- Supportive Services Program
- Health and Nutrition Help Line
- Data Services Requests
- GEARS Change Requests

JUSTIFICATION

On February 17, 2009, your Board approved the execution of a series of work orders with the Oracle Corporation for development consulting services of the Lotus Notes Custom Applications Migration Project. DPSS has been working closely with the Chief Information Office (CIO) on the execution of those work orders.

The remaining services received under this Work Order are crucial to the continuity of services provided to users of the existing applications pending the successful completion of the Lotus Notes Custom Applications Migration Project. Unified Technical, Inc. is thoroughly familiar with DPSS business processes and is technically proficient in all aspects of the project. County staff does not possess the Lotus Notes skills required to perform the highly complex technical support provided by Unified Technical, Inc. Furthermore, the Department is migrating its Lotus Notes E-mail platform and all of its applications, so investments in training County personnel must be directed towards the new platforms, while maintaining the legacy Lotus Notes systems with contracted staff until the completion of the Lotus Notes migration in 2011. Upon the completion of the Lotus Notes Migration, the County will no longer require Consultant services on this Work Order.

This project conforms to our Business Automation Plan, as required by the CIO.

FISCAL IMPACT

The proposed amendment increases the total amount of the Work Order by \$400,000 for a total amount of \$700,000. The hourly rate of the consultant will remain the same throughout the Work Order extension.

The estimated cost for Fiscal Year (FY) 2009-10 is \$83,000, since there is a CalWORKs and Food Stamp Maintenance of Effort (MOE) requirement, which will be met by the County, there is no additional net County cost (NCC) for these programs. The share of cost associated with programs such as General Relief, results in an estimated NCC of \$7,000. There is sufficient funding in our FY 2009-10 Final Adopted Budget to cover the extension cost of this Work Order.

The estimated cost for FY 2010-11 is \$200,000. Since there is a CalWORKs and Food Stamp MOE requirement, which will be met by the County, there is no additional NCC for these programs. The share of cost associated with programs such as General Relief, results in an estimated NCC of \$17,000. Sufficient funding will be included in our FY 2010-11 Budget request.

The estimated cost for FY 2011-12 is \$117,000. Since there is a CalWORKs and Food Stamp MOE requirement, which will be met by the County, there is no additional NCC for these programs. The share of cost associated with programs such as General Relief, results in an estimated NCC of \$10,000. Sufficient funding will be included in our FY 2011-12 Budget request.

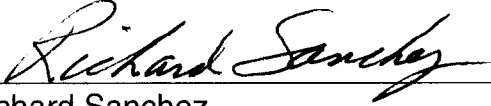
NOTIFICATION TIMELINE

Consistent with the ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. In ten business days, absent any inquiries from your office, we will notify ISD to proceed with the Work Order amendment.

PLB:pcr

c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors
Deputy Chief Executive Officer
Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer

Date: 2-3-2010